

Boys Town

## Renowned Non-Profit United by One Secure CLM Solution

### Business Overview

Over the last 100 years Boys Town's research-proven practices have changed the lives of children and families across the country. Based in Omaha, Nebraska, the non-profit supports more than 2 million people each year with services that may include housing, advocacy, and behavioral health education. Originally established by Father Edward J. Flanagan in 1917, Boys Town is now one of the largest child and family care organizations in the US.

### Challenges

Boys Town's diversity of services and their critical role in the community resulted in a complex and shifting operational framework. They prided themselves on applying the most modern practices in behavior science to their programs, but they had yet to dedicate the same kind of attention to their internal business processes. Without a central repository or automation, each department and individual had their own approach to contract lifecycle management.

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"We did not have a good software solution to track all our contracts across the organization," Boys Town Senior Director of IT Systems Dan Dibben said. "Nor did we have a single source for truth, and this was a risk to the organization."

Dan and the rest of the team at Boys Town knew they needed an automated contract solution. What they weren't certain of was whether they could find one

capable of capturing their unique requirements. Three different divisions would utilize the system and each of them handled very different aspects of the business. Boys Town National Research Hospital, the Boys Town purchasing department, and their Youth Care division would all rely upon the new platform and their needs and requirements were extremely diverse—equivalent to selecting one solution for three separate organizations.



### Industry

- Non-profit

### Challenges

- Complex operational framework: 3 divisions, 13 contract types, and 25 conditional workflows
- Advanced, multi-layer security decryption required for all systems
- Compulsory integration with other applications to populate key contract fields

### Agiloft Benefits

- Unified CLM through customized tables and workflows, capturing unique practices across all divisions
- Bolstered data security with tailored decryption trigger for nightly uploads
- Intuitive administrator interface, allowing users to extend solution to other business processes over time

## The Search

In order to capture the entirety of Boys Town's contracts and their lifecycles, the non-profit needed a CLM capable of supporting 25 workflow approvals, 7 different tables of daily ERP imports, and numerous customized fields on 13 distinct types of contracts. With very little overlap or standardization across the different divisions, Boys Town faced the challenge of finding one solution that could capture three distinct operations and unite them all under the banner of a streamlined process.

"We had a team of about eight people that were tasked with finding the right solution," Dan Dibben said. "We had demonstrations of several systems, but we quickly narrowed it down to two." Dan and his team outlined all the advantages of the two solutions, reviewed the costs, and selected Agiloft as the right CLM for Boys Town.

## The Project

Boys Town opted for an aggressive deployment plan that included incorporating all their contract types, workflows, and unique fields across all three divisions within their first build-out. With more than 25 users actively managing and approving contracts, user adoption was critical for success.

"We started out with one contract table and outlined what we wanted for the user interface and the order of prompts. But we soon realized that it didn't work to fit 13 contract types, all requiring different data sets, into one table," Dan said. "All of our contracts are external to Boys Town, so they come with fields and data that are outside any parameters that we set."

Some of these contracts, such as those related to youth care, come with critical requirements that Boys Town must abide—necessitating regular review and precision accuracy. Ensuring this accuracy meant working within Agiloft to create multiple tables and corresponding tabs that reflected how the business functioned. It also meant sizable and timely data sharing across other Boys Town applications.

"We needed to ensure that the seven nightly imports from their ERP, Banner, corresponded to our fields," Agiloft Implementer Stephen Barry said. "These included revenue codes, expense costs, cost centers, employee information, and locations."

In addition to Boys Town CLM's unique structure and design, they also required an extra layer of security. To stay within the non-profit's standard on data protection, Agiloft's development team implemented an encryption/decryption script that runs each night, thus ensuring the highest level of security for all the data across all servers.

The team at Boys Town deployed their new Agiloft CLM solution six months ago. Now, over 850 contracts are

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accurately captured within the system and more than 40 reports are produced. "Stephen was tremendously knowledgeable about the Agiloft product and extremely patient with us throughout the process," Dan said.

## Solution Benefits

With Boys Town's Agiloft CLM solution in place, inter-enterprise communication has significantly improved. "With Agiloft, we are able to standardize more of what we do and able to track a contract while it's in process," Boys Town Asst. General Counsel James Beckmann said. "The fact that the solution can grow and change with us is very positive."

Dan and his team have also found ways to extend the benefits of Agiloft to other processes within Boys Town. Opting to send one of their team members through the Agiloft training, that employee then built a custom auditing application within the Agiloft framework. "It's for our program audit department and it's within a different

table so it's separate from the contract solution," Dan said. "We knew that Agiloft was a good solution for this use case and the new application met all of their needs."

As more use cases present themselves to the Boys Town team, they are excited to apply their custom Agiloft solution—already proven out with their complex CLM. There are no additional fees that come with extending the solution to these other areas so the possibilities to automate and streamline their operations are numerous.

## Let Us Show You

What Agiloft has done for Boys Town, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

## About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S. government agencies and Fortune 100 companies depend on Agiloft's top-rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.